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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2019/2020

LIC1027 – INTERCULTURAL COMMUNICATION

(All sections/Groups)

2 MARCH 2020
2.30 P.M. – 4.30 P.M.
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of **ONE** page.
2. Answer **ALL** questions.
3. Write your answers in the Answer Booklet.

STRUCTURED QUESTIONS [50 MARKS]

Instructions: Answer **ALL** questions. Write your answers in the Answer Booklet.

Question 1

- a) List and define **THREE (3)** imperatives of intercultural communication. (6 marks)
- b) List **TWO (2)** building blocks of intercultural communication. (2 marks)
- c) List **TWO (2)** behaviours related to the “iceberg model”. (2 marks)

Question 2

- a) List and define **TWO (2)** types of identities. (4 marks)
- b) Explain in a table, **FOUR (4)** components of language. (6 marks)

Question 3

- a) Explain **FOUR (4)** characteristics of destructive conflict. (4 marks)
- b) List and define **FOUR (4)** styles of managing conflict. (6 marks)

Question 4

- a) Define intercultural relationship, with an example. (2 marks)
- b) List **TWO (2)** advantages and **TWO (2)** challenges of intercultural relationships. (4 marks)
- c) List and explain **TWO (2)** types of intercultural relationships. (4 marks)

Question 5

- a) Define the terms below, with an example for each:
 - i. Attitudes (2 marks)
 - ii. Motivation (2 marks)
 - iii. Knowledge (2 marks)
 - iv. Self-knowledge (2 marks)
 - v. Other-knowledge (2 marks)

End of Paper